



## Managed Services for Help Desk

Not long ago, your workforce was centralized. Employees worked together in the same building and used desktop PCs, analog phones, network printers and other equipment provided by IT. People connected to systems over the local LAN and collaborated using shared physical spaces such as conference rooms. This made end user support more predictable and easier to manage.



### CHALLENGE

Times have changed, and the support model for end users has become more complex. Today's workers are increasingly mobile. They use a variety of devices, including laptops, tablets and smartphones, to get work done. They depend on safe and reliable Internet access and wireless connectivity to access systems and information. Companies are sending business critical applications to the cloud, putting the onus on IT to account for access control, identity management and data security. They are also letting employees bring and use their own devices; this means centralized device and application management are fast becoming must-haves.

This begs the question: how can IT stay on top of managing end users when location, device and connection are all outside of its control?

## An Extension of Your Team



### SOLUTION

The answer is Arraya's **Managed Services for Help Desk**. Managed Services for Help Desk is specially designed to address the needs of today's mobile workforce. This service shifts responsibility for supporting your end users over to our experienced and knowledgeable Managed Services team. We work with your existing IT staff to identify and resolve issues quickly to minimize downtime and increase user productivity.

## Managed Services for Help Desk

### OUR OFFERING FEATURES:

- 24/7 remediation support for incidents and problems, backed by our SLA guarantee.

This includes:

Application Support    Driver Conflicts    Virus/Malware Infections    Printer/Peripheral Support  
OS Patching    Connectivity Issues    Desktop/Image Deployment    Client Backups and Restores

- Enterprise-class tools to troubleshoot issues remotely
- Robust Service Desk platform, customized to meet your needs
- Dedicated support email and phone number
- Knowledge base and self-service portal
- Contextual reporting
- Onsite support availability



## Benefits Breakdown

The goals for any Help Desk environment are clear: reduce ticket count and call duration; minimize disruption; support end user productivity; encourage self-service; improve customer satisfaction; empower management to make better business decisions. Arraya's **Managed Services for Help Desk** is primed to help realize those goals and more.

**REDUCE REPEAT WORK** — If one employee has a problem, there's a good chance others will experience the same issue. The support team shouldn't have to waste time stepping through each incident as if it were unique. Our Knowledge Base allows both Arraya support and end users to learn from what others have seen, reducing the overall number of tickets and contributing to shorter call times.

**STREAMLINE INTAKE AND ESCALATION** — Every incident, regardless of submission method or priority, is captured in our enterprise-class ticket system with as much info as possible. This makes it easier to understand the problem, categorize and assign it to the right person(s). If something comes up and the issue can't be solved, it can be quickly escalated to the next rung on the ladder.



# Managed Services for Help Desk

**IMPROVE ANALYTICS AND REPORTING** — The reporting for our service goes beyond raw call volume. Our Team Leads focus on building reports that identify and target problem areas, including applications, services, and sites, in an effort to improve quality of service for affected users.

**INCREASE END USER INDEPENDENCE** — Some problems require IT's touch. Others can be handled by the user. Our Self Service portal gives users the opportunity to look up answers themselves, making them more efficient. This keeps Arraya's support team free to work on the more complex tasks that require its attention.

**ENSURE A SMOOTH TRANSITION** — All interactions with end users are structured in a way so that they appear to be coming directly from the Customer's company. Documents bear the Customer's logo, phone messages feature the name of the Customer's company and announcements target unit practices and business units. This makes for a smoother and more comfortable transition for end users to our Help Desk service.

## Getting Started

Arraya's Managed Services for Help Desk is priced on a per-user model, ensuring a simple, easy-to-predict cost model that can scale as your organizational needs change. Users can submit an unlimited number of incident, problem and change tickets, regardless of affected location or device. **Pricing starts at just \$15/user<sup>1</sup>**, with options to add onsite personnel as well as support for critical business applications, including Office 365.

<sup>1</sup>Minimum user commitment required. \$15/user price quote based on a monthly commitment of 200+ end-users.

### CONTACT US TODAY



Ready to learn more about Managed Services for Help Desk, as well as the rest of Arraya's Managed Services offerings? Call us at (866) 229-6234 or visit us at [www.ArrayaSolutions.com](http://www.ArrayaSolutions.com) to find out more or to be put in contact with one of our Account Executives. They will work with you to determine the Managed Services deployment that is the right fit for your company's unique needs.